



**Position:** Vice President of After Sales and Field Services (Full-time)

**Date Posted:** January 2019

**Location:** Holland, Michigan

**Travel:** Estimated at 30% of time

**Duties & Responsibilities:**

To deliver a superior after sales experience to customers. Must be deeply customer-oriented and understand that after sales experience connects to repeat sales. More specifically, responsibilities include:

- Develops, motivates and trains a team to carry out activities in this area
- Manages on-site equipment staging, installation, and clean up, including return of unused materials
- Create and implement robust reporting tools, both for internal use and communication with customers
- Develops and monitors annual budget
- Develops third party providers of services, including equipment installation, and other portions of packages that may be part of the sale
- Analyses potential liability before engaging in larger or riskier projects, together with CFO and President
- Responsible for help desk and spare parts program

**Qualifications:**

- College degree in business or engineering. Other degrees of relevance will be considered if paired with right experience
- Minimum 10 years' experience in relevant industries, with minimum 5 years supervising teams
- Strong project management skills and business acumen
- Superior people and general management skills